

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/578,723

Examiner : W. J. DEANE Jr.

Filed : May 26, 2000

Confirmation No. : 7932

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S
GOALS AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
U.S. Patent and Trademark Office
Customer Service Window, Mail Stop AMENDMENT
Randolph Building
401 Dulany Street
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98 and supplemental to the Information Disclosure Statements that were previously filed, applicants call to the Examiner's attention the following documents:

U.S. Patent No. 5,666,400;

U.S. Patent No. 6,052,693;

U.S. Patent No. 6,161,130; and

U.S. Patent No. 6,618,715.

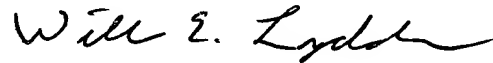
Further to 37 C.F.R. §1.98 (a)(2)(ii), copies of the U.S. patents are not enclosed. However, if any copies are needed, the Examiner is respectfully requested to contact the undersigned.

Applicants respectfully request that the Examiner consider the above material and cite the same. All of the documents are listed on the attached PTO-1449 Form. The Examiner is requested to initial the appropriate spaces on the attached Form and to return a copy of the completed Form to applicants with the next official communication in the present application.

The Commissioner is authorized to charge payment of any necessary fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,
Robert R. BUSHEY et al.



Bruce H. Bernstein
Reg. No. 29,027

William E. Lyddane
Reg. No. 41,568

October 28, 2005
GREENBLUM & BERNSTEIN, P.L.C.
1950 Roland Clarke Place
Reston, VA 20191
(703) 716-1191